

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Positronic

#### Puerto Rico Manufacturing Extension Inc

#### Improving Corrective and Preventive Action Process (CAPA).

##### Client Profile:

Positronic Industries Caribe, Inc. is located in Ponce, Puerto Rico. The company manufactures high performance and reliability connectors for use in multiple industrial and military applications, including aerospace industries. Positronic has been in operation since 1992 and currently employs 320 people.

##### Situation:

In 2006, Positronic was certified under the ISO 9001:2000 Standard with the assistance of the Puerto Rico Manufacturing Extension Inc. (PRiMEX), a NIST MEP network affiliate. During the surveillance audits, the company received various observations that improvements were necessary in their Corrective and Preventive Actions (CAPA) process because their CAPA system had been ineffective in properly addressing recurrent problems. Since a significant portion of their production is for the aerospace industry, its products have to comply with military and aerospace industry standards requirements. Positronic Industries once again requested assistance from PRiMEX to develop a training module on an effective CAPA system.

##### Solution:

PRiMEX visited Positronic and reviewed all records related to their CAPA process. Meetings with key personnel responsible for the administration of the process were conducted. PRiMEX developed a training module delivered the information to all key employees. The training reviewed ISO 9001:2000 Standard requirements for the CAPA process and actual samples selected from the system. Emphasis was placed on the need to eliminate root causes of problems and to prevent recurrent situations that negatively affect the company.

##### Results:

- \* Reduced time to address corrective actions by 40 percent.
- \* Reduced costs by \$15,000 for resolution of recurrent problems.
- \* Pursuing AS 9100 aerospace certification.

##### Testimonial:

"The Puerto Rico Manufacturing Extension Inc.'s support was essential in the preparation of our company for the certification under the ISO 9001:2000 Standard. Maintaining the ISO 9001:2000 certification is critical for Positroni Industries Caribe, Inc. We plan to continue requesting their support to make sure we continue our improvement efforts that will allow us to obtain more business and increase our labor force in Puerto Rico."

Gusatavo Gonzalez, Quality Manager

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